

# MEDICAID MEMBER ADVISORY COMMITTEE

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# HEEP Mission



Provide analysis, strategic guidance and develop policies to:

1. Improve the outcomes of the Commonwealth's Medicaid and FAMIS beneficiaries
2. Promote cost effective and efficient delivery of care

Office of Quality and Population Health

Office of Value-Based Purchasing

Office of Data Analytics

# HEEP role in agency priorities



## Healthy Birthday, Virginia

- As part of the **Governor's initiative to eliminate the racial disparities in maternal mortality by 2025**, HEEP has been leading the agency to establish measures of maternal health and develop policies to reduce disparities
- On July 1, DMAS announced the **Healthy Birthday initiative** expanding the Governor's call to action.



## Well-Being of Vulnerable Populations

- Monitor utilization of services and provider compliance with standard of care for vulnerable populations, including **Addiction Recovery and Treatment Services (ARTS)** and **Commonwealth Coordinated Care Plus (CCC Plus)**
- Collaborate with academic institutions to survey members and providers on experience with care



## Medicaid Expansion

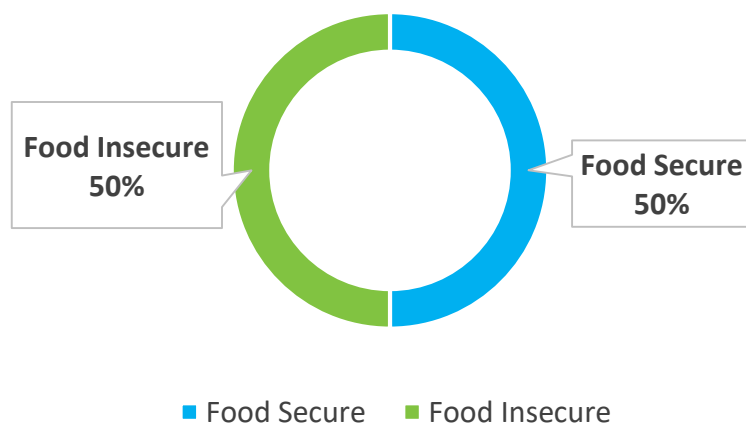
- Identify commonly used services, monitor provider capacity, track member access to services, identify regional variation in access to care
- Partner with academic institutions to survey members and providers on experiences with care prior to expansion, hopes for coverage and barriers to care

# CCC Plus Member Survey

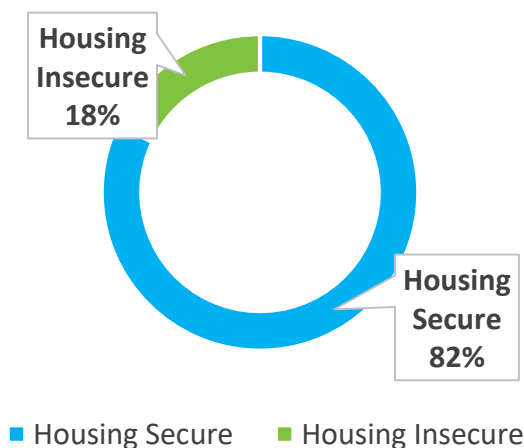
HEEP partnered with VCU Department of Health Behavior and Policy  
CCC+ members were surveyed 6 months after transitioning to managed care

- **Half of respondents report food insecurity** and nearly 1 in 5 reporting unstable housing
- **One-third of members report living alone**, including those who report difficulty with basic activities of daily living, such as getting in and out of bed

**Food Insecurity**  
(Enough Food to Last the Month)



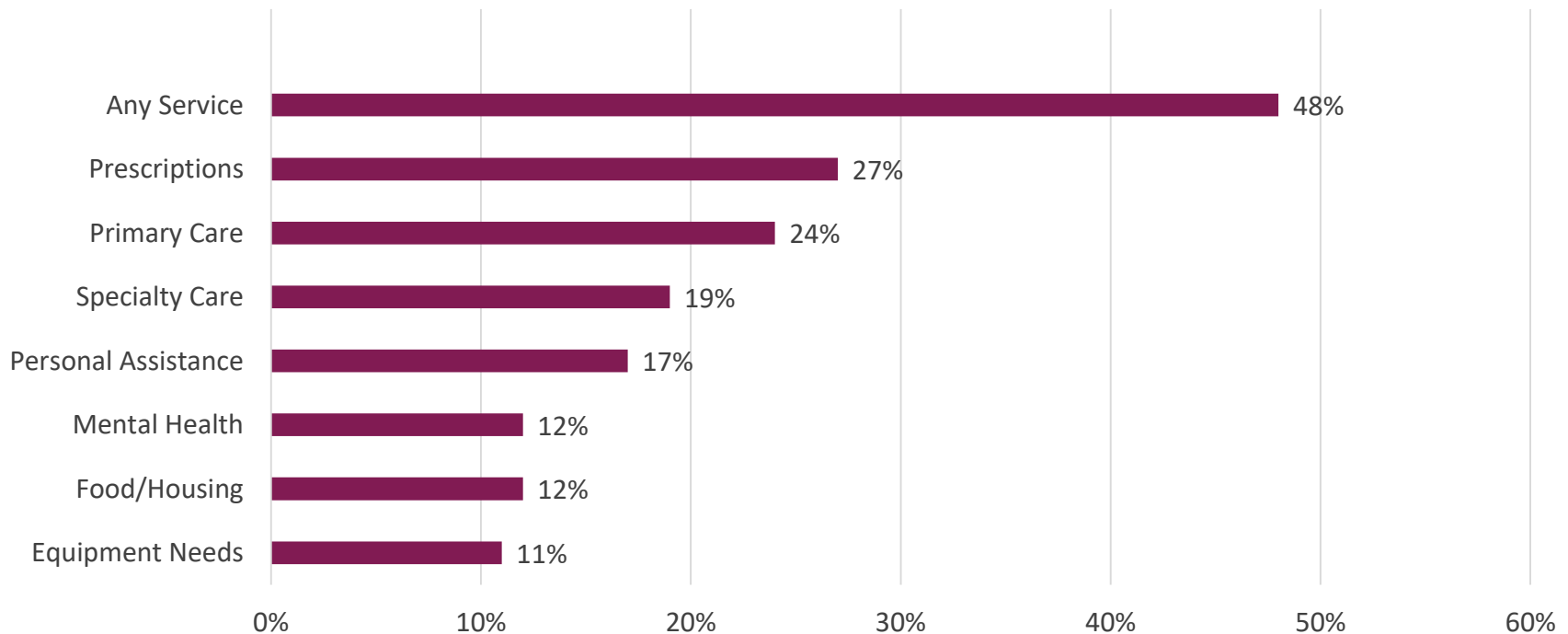
**Housing Insecurity**  
(No Housing or Worried about Losing Housing)



# CCC Plus Member Survey

Nearly half of new CCC Plus survey respondents requested assistance from their care coordinator

Service Assistance Requested from Care Coordinators



# Medicaid Expansion

- On January 1, Virginia became the **33<sup>rd</sup> state to expand coverage to adults  $\leq$  138% FPL.**
- More than 325,000 members** are enrolled in expansion as of October 1, with more than 375,000 members enrolled at some point since January.

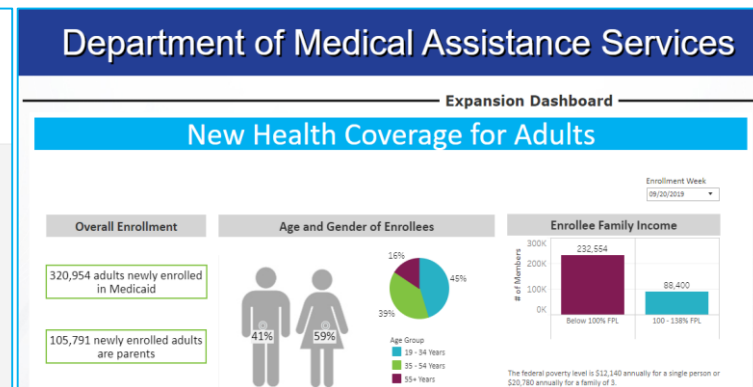


**COVER VIRGINIA**  
Connecting Virginians to Affordable Health Insurance  
**1-855-242-8282**

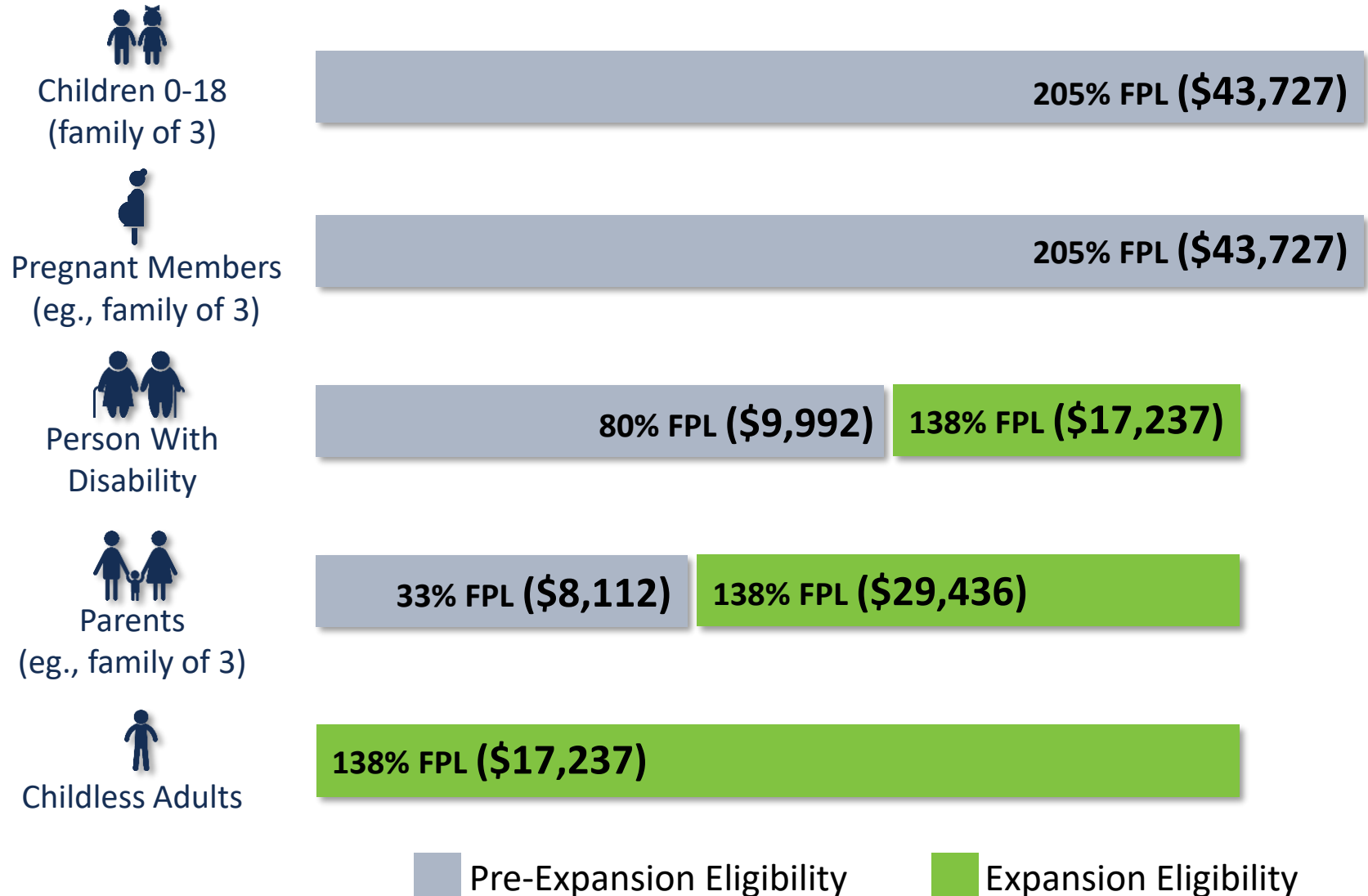
### Welcome to Cover Virginia

On this website you can learn about Virginia's Medicaid and FAMIS programs for children, pregnant women and adults. You can also get information about health insurance options available through the Federal Marketplace. You can apply online or search for someone who can assist you with your application.

To begin, use the screening tool on the Am I Eligible page or the New Health Coverage for Adults page to get connected to the right health care coverage for you and your family.

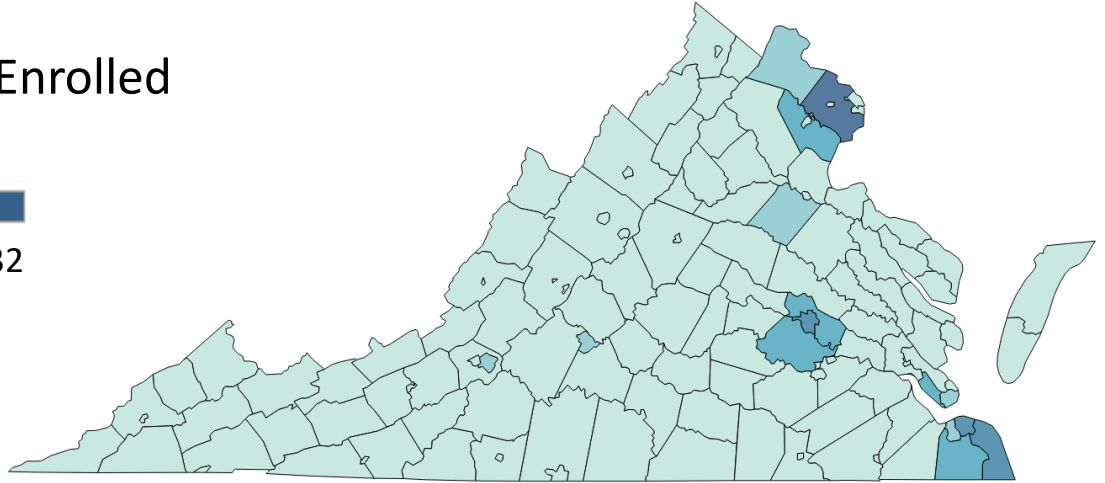


# Who Qualifies for Virginia Medicaid Under Expansion?

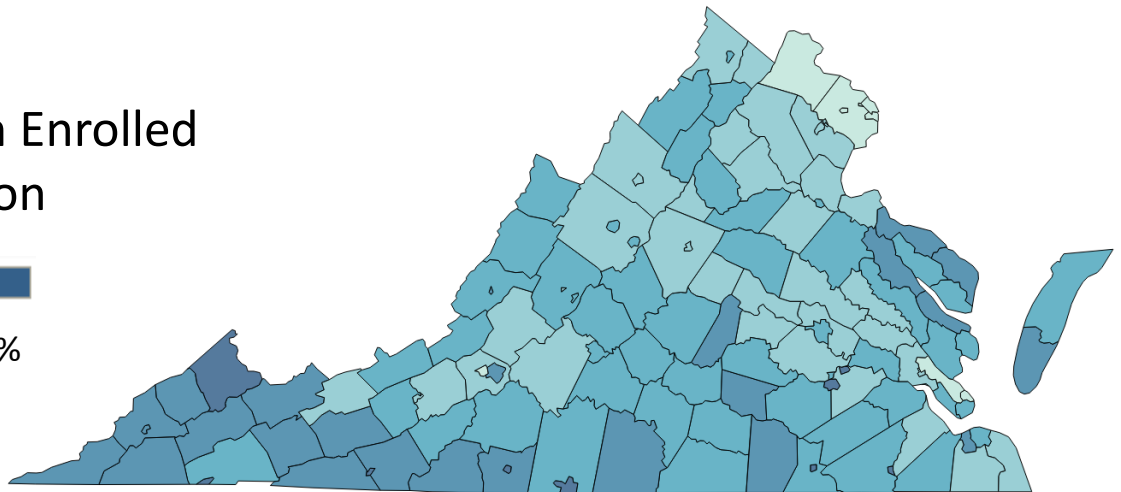


# Where are our new members?

Total Number of Members Enrolled



Percent of Adult Population Enrolled  
in Medicaid Expansion

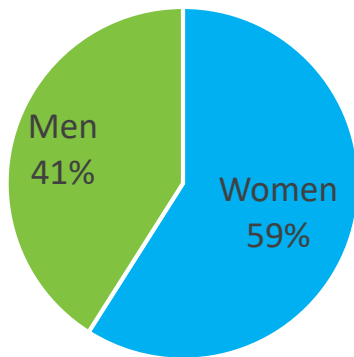




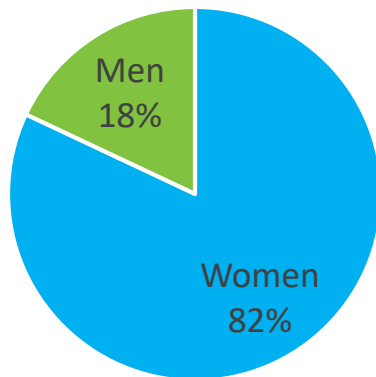
# Who are our new members?

## Gender

Expansion Adults

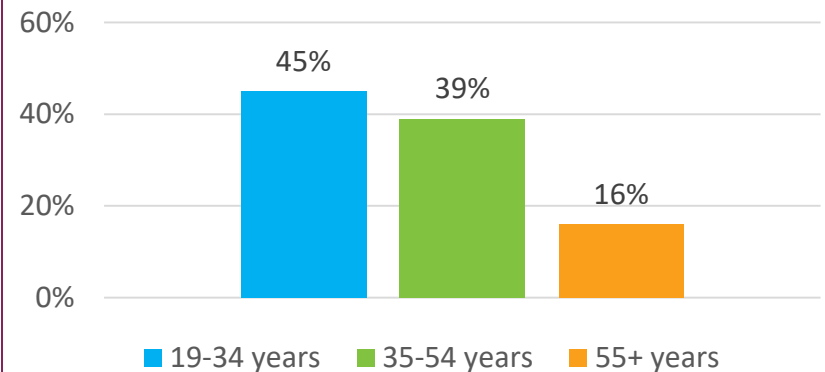


Non-Expansion LIFC Adults

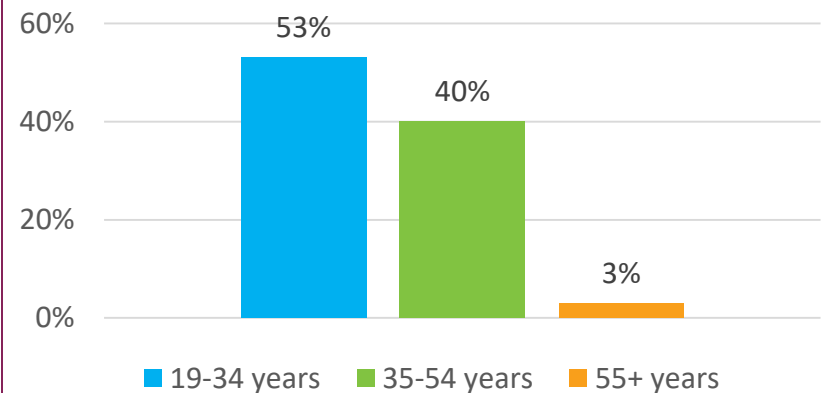


## Age

Expansion Adults



Non-Expansion LIFC Adults



# In the year prior to enrolling in Medicaid...

Two-thirds of new members went without needed medical care



New members went without needed primary care (59%) and a needed prescription (57%)



New members went without needed mental health care (22%) and substance use disorder treatment (8%)



New members went without needed dental care (67%) and eye glasses (51%)



One in four (25%) of new members used the emergency room as their primary source of care

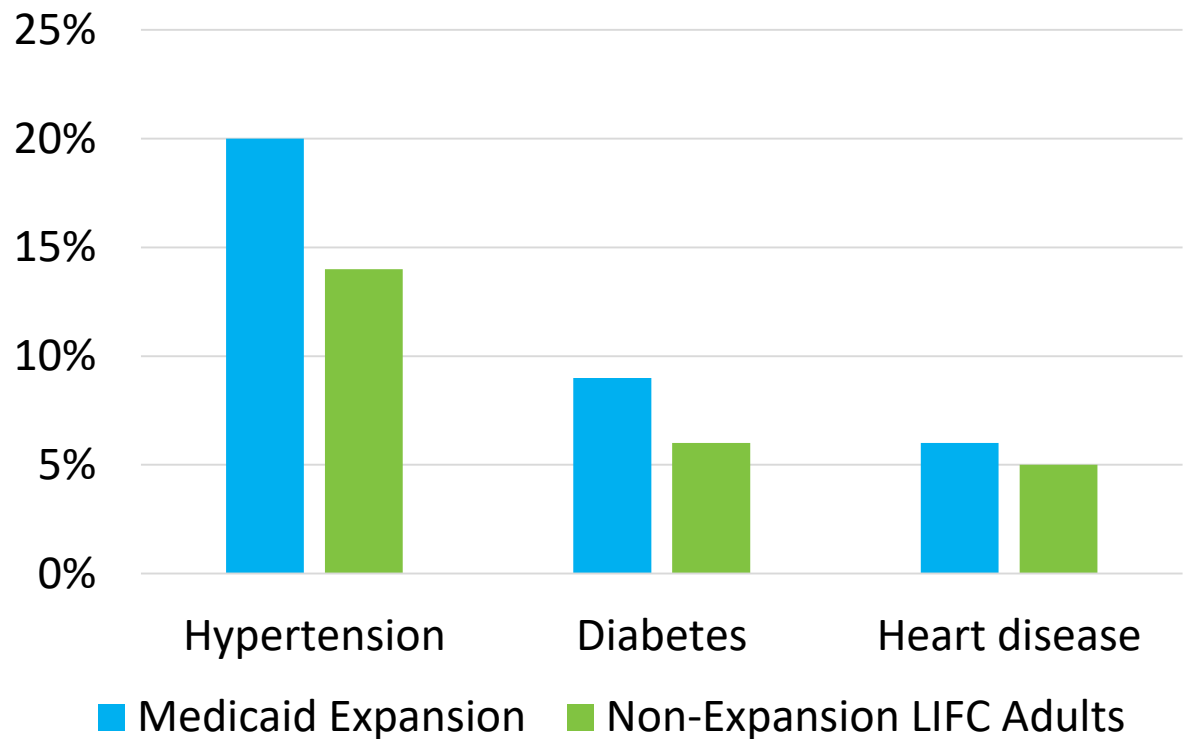
# Healthcare *after* enrolling in Medicaid

- Of the total number of members enrolled in expansion, **80% have used at least one service**
- More than **60% of members have had a general office visit**
- About **two-thirds have filled a prescription**
- More than **10% have required emergency dental services**
- More than **3,800 members have been treated for cancer**

# Health of Expansion Adults

- On average, the expansion population has been diagnosed with **more chronic conditions** than non-expansion adults

Prevalence of Chronic Condition Diagnoses



# Who are our new members?

Based on a VCU survey of 1,500 new members...



## Employment

- More than two-thirds of expansion members are either working, in school or retired
- 37% of new members report having a health condition that prevents part or full-time employment



## Medical Expenses

- More than one in four new members reported at least \$500 in out of pocket medical expenses in the year prior to expansion
- Two-thirds of new members report difficulty paying medical bills in the year prior to expansion



## General Expenses

- 71% worried about paying rent or a mortgage in the year prior to expansion
- 70% worried about not having enough money for food in the year prior to expansion

# Member hopes for Medicaid expansion



“Getting the  
yearly  
mammogram  
after missing  
last year.”



“I will hopefully  
get the mental  
health assistance  
that I desperately  
need.”



“Having less  
stress worrying  
about  
healthcare  
coverage.”